

RETRIEVAL SERVICE & PRIORITIES 2018

All charges are EX GST

Standard retrieval

Requests received before 11:00am will be delivered by 5:00pm that working day; requests received between 11:00am and 4:00pm will be delivered by 1:00pm the following working day – Sydney metropolitan area only. A small number of outlying Sydney suburbs receive only one delivery per day - the 'Standard' service for these is next working day delivery for requests received before 4:00 pm.

Non-urgent retrieval

A minimum of 30 items (files or boxes) in a single delivery and minimum 3 working days' notice. A discount on the standard retrieval fee applies.

Bulk retrieval

A minimum of 50 items (files or boxes) in a single delivery and minimum 5 working days' notice. A discount on the standard retrieval fee applies.

High priority retrieval

Requests will be delivered by the next scheduled delivery to your area. This service is designed to be used by those clients who may have missed a cut-off time for a 'Standard' delivery, but do not want to pay the higher surcharge for an 'Urgent'. A priority and a per item surcharge applies **in addition to the standard retrieval fee**.

Urgent priority retrieval

Requests will be delivered in two business hours or less, during working hours (7:00am to 6:00pm Monday to Friday, excluding public holidays). A priority and a per item surcharge applies **in addition to the standard retrieval fee**.

After hours priority retrieval

An after hours and a per item surcharge applies **in addition to the standard retrieval fee** to all items that are requested and/or delivered outside the GRR's normal business hours of 7:00am to 6:00pm Monday to Friday, excluding public holidays. This service is only available upon written application.

Regional service

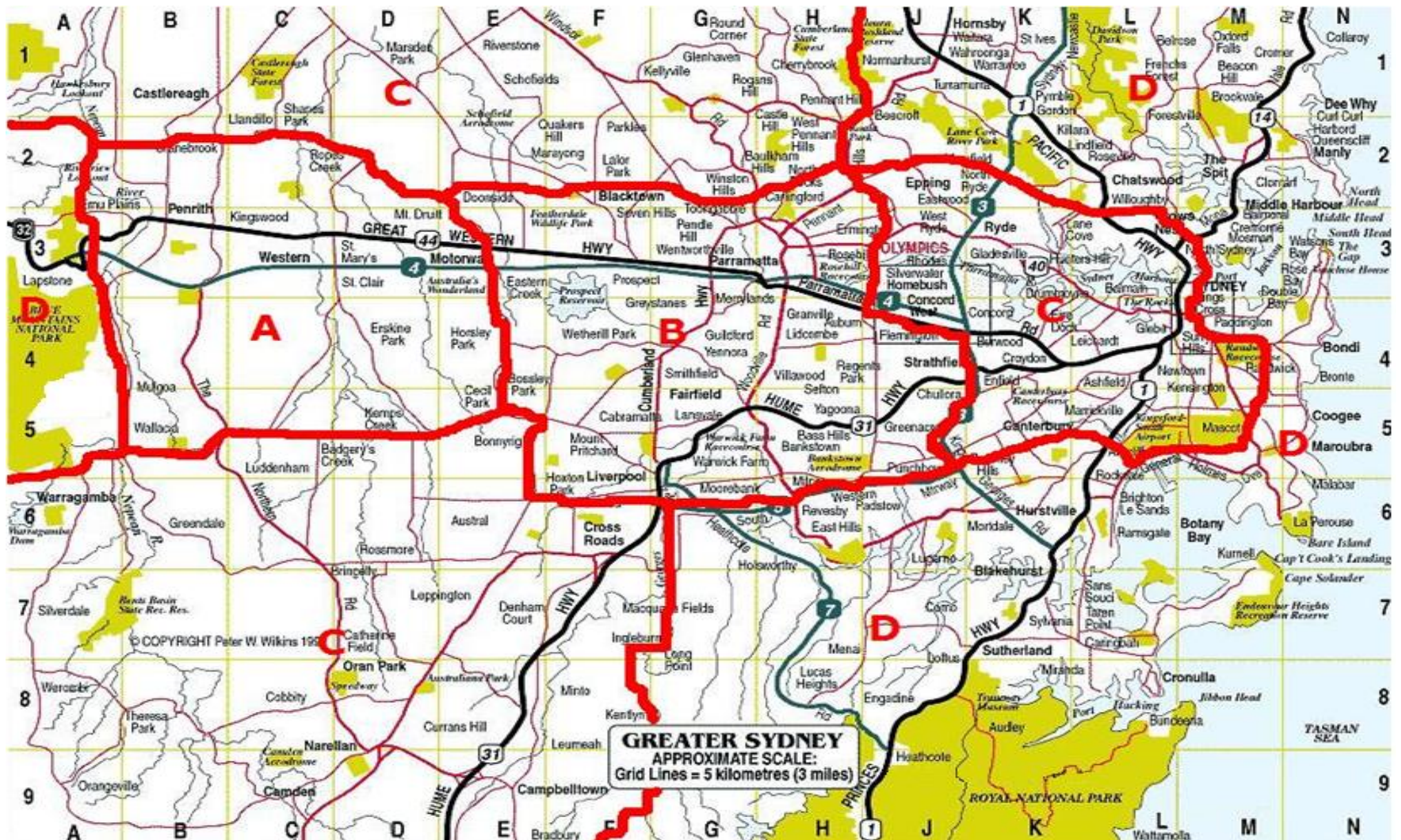
Most offices outside the Sydney metropolitan area receive the postal Regional service. Items are mailed to requesting offices by the following working day - Australia Post's Express Post service is used where available. The GRR offers deliveries and pickups to the Blue Mountains, Wollongong and Newcastle/Central Coast areas. These services are only offered as demand requires - please contact the GRR's Customer Service Unit regarding availability:

- Blue mountains first Wednesday of every month
- Newcastle/Central Coast last Wednesday of every month
- Wollongong/Illawarra every Wednesday

Archival retrieval

Retrieval of an item from the State's archival collection – conditions apply. Contact retrievearch@records.nsw.gov.au

GRR METROPOLITAN DELIVERY ZONES



GRR BLUE MOUNTAINS DELIVERY ZONE



GRR WOLLONGONG/ILLAWARRA DELIVERY ZONES



GRR NEWCASTLE/CENTRAL COAST DELIVERY ZONES

